

ADVANCED MAINTENANCE SOLUTIONS, INC.

P.O. Box 7020
Beverly, MA 01915
Tel: 978-922-3911
Fax: 978-922-3963

Adam Chapdelaine
Office of the Town Manager/Purchasing Dept.
Town of Arlington
730 Massachusetts Ave.
Arlington, MA 02476

May 18, 2021

Re Bid # 21-26

Dear Mr. Chapdelaine,

Thank you for allowing AMS (Advanced Maintenance Solutions, Inc.) the opportunity to submit a bid to perform cleaning services for Arlington H.S. and Ottoson Middle School. We realize the importance in keeping your schools clean and disinfected for the safety of your employees and the need to respond within a short time frame for any additional special requests you may require. At AMS, we take pride in giving our clients complete satisfaction in attaining mutual cleaning goals.

AMS is a full service, non-franchised and non-union janitorial service company, located in Beverly, Massachusetts whose owners possess 62 years of combined experience in the cleaning field. The company was established by R. Scott Dougherty and John G. Faria in April of 2003 as an S-Corporation. Through proper training and supervision of our employees, our experience has grown to include servicing state agencies, manufacturing plants, housing communities, office buildings, police departments, municipalities and educational facilities. AMS, Inc is an official vendor for the State of Massachusetts under the FAC81 state contract and a BBB accredited business partner. I have worked in the industry with my co-owner, V.P. of Operations, since 1986 and I am very confident in our ability to staff and service our present and future customers in a professional manner.

We offer janitorial and disinfecting services on a daily or periodic basis, as well as specialty cleaning, such as, detail scrubbing, stripping & refinishing floors, window washing and carpet shampooing. AMS is fully insured and bonded with a 4,000,000 aggregate liability policy and 1,000,000 umbrella policy, worker's compensation and a "Janitorial Service Bond".

We are confident that AMS, Inc. will provide "Arlington Public Schools" with a professional service that you can rely on. The proposal allows for supervision and trained cleaning crew members to ensure a high quality service.

We greatly appreciate your interest in our company. If you have any questions, please call me at 978-922-3911.

Sincerely,

R. Scott Dougherty
President



Accredited Business

Start With Trust.™

TABLE OF CONTENTS

Staffing

Training

Rules and Regulations

Quality Control

Bid Documents

Sample Insurance Certificate

Janitorial Bond

Training

One of the most difficult tasks the V.P. of Operations has is to create an environment in which his cleaning crews will develop a sense of importance toward their job and a sense of worth toward themselves. Although the content of our training videos are for the most part technical in nature, the manner in which they are presented emphasizes the value of the employee and their accomplishments. For example, many of the audio-visuals repeat the theme that everyone (*customers, tenants, supervision and management*) depends on them for a clean and safe working environment.

AMS' training program was designed originally to provide our staff with the skills necessary to perform their jobs, but we also found that another great value to the instruction videos was a reduction in turnover. Employee morale and attitude have sustained to the extent that everyone takes pride in themselves. This is why we can guarantee a stable work force of not only full-timers but part-time employees as well.

All new crew personnel are given classroom instructions in each type of cleaning required. The specific cleaning task duties covered in our training library are:

- **Ground Rules for Professional Custodians**
- **Daily Floor Maintenance**
- **Stripping and Refinishing Floors**
- **Basic Office Cleaning**
- **Basic Restroom Cleaning**
- **Basic Carpet Cleaning**
- **Removing Stains from Carpets**
- **Maintaining Janitorial Equipment**
- **Theory of Infectious Cleaning**
- **Motivation of Janitorial Personnel**

Training continued

In addition to the audio-visual training, employees receive classroom instruction from the V.P. of Operations on our safety program and security requirements, as well as the customer's own unique rules and regulations. They will also receive a general introduction to the specific chemicals and equipment they will be using on the job.

Once the employee leaves the classroom, he or she will begin receiving intensive on-the-job training on the use, application and safety of their chemicals and equipment. This is also where they receive their specific work schedule and are walked through their assigned work areas. Please understand that throughout the training process, employees are continually reminded of your specific requirements in regard to safety and security. Periodically, the Vice President will reinforce this training through inspections of each employee's area. Deficiency correction will be handled in a positive manner by reviewing the specific training given on the job. Pride of workmanship and quality of performance are the products of AMS' intensive training, inspection, and reinforcement programs.

An organized approach to completing assigned tasks shall be stressed, resulting in an efficient approach to completing all contractual obligations. Desks are not to be disturbed, unless otherwise arranged to do so. After completion of an area, employees shall review their work to ensure it meets quality requirements. As part of their duties, employees shall be expected to report any damages, safety hazards, or pest problems noticed during performance of their assigned tasks. Any such damages, hazards, or pest problems shall be reported to the Site Supervisor or Area Manager immediately, who in turn shall notify a customer representative. Furthermore, all employees shall report any suspicious persons or packages found on the premises, and report it to the appropriate chain of command.

As a notion of basic consideration, all employees on site will be instructed to observe conservation techniques such as turning off lights and water faucets when not in use.

Rules and Regulations

1. No employee is to be within the building more than thirty minutes prior to or after their assigned working hours.
2. Employee packages, shopping bags, lunch kits, etc., are subject to inspection at any time.
3. Employees found away from or out of their assigned work areas or making themselves suspect of any wrong doing such as stealing or vandalism will be subject to disciplinary action and/or discharge.
4. Employees who notice anything out of order in their areas, open safes or cabinets, vending machine vandalism, etc., shall report these sightings to their immediate supervisor or security office without delay.
5. Failure of the employee to abide by Federal, State, and the companies Safety Rules and Regulations as demanded can be a cause of disciplinary action or discharge.
6. Employees must enter and exit the buildings or areas via the designated entrances and exits.
7. Make sure all doors and windows discussed in our orientation meeting are locked and alarmed.
8. Wet floor signs will be in place when needed.
9. No smoking in building or on property.
10. No drug use of drugs or alcohol on the clients property.
11. No member of AMS shall use supplies, food, telephones, computers, copiers or any other equipment belonging to the client or client personnel.

Quality Control

The inspection of each building is performed on a bi-weekly basis by our “*V.P. of Operations*”. The purpose of these inspections are as follows:

- **To maintain quality of performance**
- **To bring to light the need for subsequent rescheduling of training**
- **To protect the customer with independent inspection**
- **To document changes in the Quality Control Plan**

Quality Control is at the heart of providing effective, efficient, high-quality customer service. Through our *Quality Control Program*, AMS educates our employees about quality standards and ensures that these standards are maintained. Changes to the Quality Control Plan (QCP) through the inspections shall be submitted to the Customer Representative for approval prior to implementation.

The Vice President of Operation’s responsibilities are as follow:

- Inspecting the services provided to ensure that they meet or exceed the contract requirements
- Documenting the inspections
- Educating crew employees regarding quality standards
- Serving as contact person regarding quality control matters

Quality Control cont.

In order to maintain the quality of the cleaning contract, the VPO shall maintain the Quality Control inspection schedule. This schedule shall be kept confidential so the cleaning crew employees shall not know when specific tasks and work areas shall be inspected.

AMS' primary goal is to provide superior customer service. We know that it is our responsibility to ensure that the services provided to "Town of Arlington" either meet or exceed the contract requirements at all times throughout the life of the contract.

CLEANING SERVICES, OTTOSON MIDDLE SCHOOL

YEAR #1 – (7/1/21 – 6/30/22)

FACILITY	PerMonth	Yearly
----------	----------	--------

OttosonMiddle School

A. Per Month	<u>10,040.00</u> x12	= <u>120,120.00</u>
--------------	----------------------	---------------------

OPTION YEAR #2 – (7/1/22 – 6/30/23)

FACILITY	PerMonth	Yearly
----------	----------	--------

OttosonMiddle School

A. Per Month	<u>10,530.00</u> x12	= <u>126,360.00</u>
--------------	----------------------	---------------------

OPTION YEAR #3 – (7/1/23 – 6/30/24)

FACILITY	PerMonth	Yearly
----------	----------	--------

OttosonMiddle School

A. Per Month	<u>11,050.00</u> x12	= <u>132,600.00</u>
--------------	----------------------	---------------------

**CLEANING SERVICES, Arlington High School Bldg. "F", Arlington High School Bldg. "B" 2nd floor,
Arlington High School Bldg. "B" partial 4th floor**

YEAR #1 – (7/1/21 – 6/30/22)

FACILITY	Per Month	Yearly
----------	-----------	--------

Arlington High School

A. Per Month	<u>16,683.34</u> x 12	= <u>200,200.08</u>
--------------	-----------------------	---------------------

OPTION YEAR #2 – (7/1/22– 6/30/23)

FACILITY	Per Month	Yearly
----------	-----------	--------

Arlington High School

A. Per Month	<u>17,550.00</u> x 12	= <u>210,600.00</u>
--------------	-----------------------	---------------------

OPTION YEAR #3 – (7/1/23 – 6/30/24)

FACILITY	Per Month	Yearly
----------	-----------	--------

Arlington High School

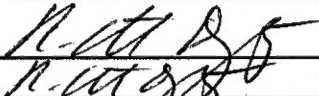
A. Per Month	<u>18416.67</u> x 12	= <u>221,000.04</u>
--------------	----------------------	---------------------

References

- | | | | |
|----|--|--|---|
| 1. | <u>Jason Waldron</u>
(Contact Name) | <u>978-526-4919</u>
(Phone number where
contact is easily reached) | <u>Manchester-Essex Reg. Schools</u>
<u>Manchester, MA</u>
(Location) |
| 2. | <u>Garrett Baker</u>
(Contact Name) | <u>781-596-8800</u>
(Phone number where
contact is easily reached) | <u>Swampscott High School</u>
<u>Swampscott, MA</u>
(Location) |
| 3. | <u>Steve Greenberg</u>
(Contact Name) | <u>978-887-0771</u>
(Phone number where
contact is easily reached) | <u>Tri-Town School Union</u>
<u>Boxford, MA</u>
(Location) |

Bidder information

Name of company: Advanced Maintenance Solutions

Signed: 

Print Name and Title: R. Scott Dougherty President

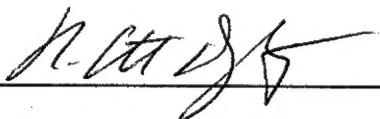
Address: P.O. Box 7020, Beverly MA 01915

Telephone Number: 978-922-3911

Date: 5/18/21

CERTIFICATE OF NON-COLLUSION

The undersigned certifies under penalties of perjury that this bid or proposal has been made and submitted in good faith and without collusion or fraud with any other person. As used in this certification, the word "person" shall mean any natural person, business, partnership, corporation, union, committee, club or other organization, entity, or group of individuals.



(Signature of individual submitting bid or proposal)

N. Scott Dougherty

(Name of individual submitting bid or proposal)

Advanced Maintenance Solutions, Inc.

Name of Business

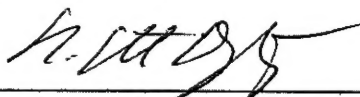
5/18/21

Date

Pursuant to M.G.L. Chapter 62C, Section 49A, I certify under the penalties of perjury that I have complied with all laws of the commonwealth relating to taxes, reporting of employees and contractors, and withholding and remitting child support.

90-0062739

Social Security Number or
Federal Identification Number



Signature of Individual or Responsible
Corporate Officer and Title

**NON-COLLUSION FORMS
MUST BE SIGNED AND
SUBMITTED WITH BID**



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
08/25/2020

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Gilbert Insurance Agency, Inc. 137 Main Street Reading MA 01867-3922		CONTACT NAME: Mary Mui PHONE (A/C, No, Ext): (781) 942-2225 FAX (A/C, No): (781) 942-2226 E-MAIL ADDRESS: mmui@gilbertinsurance.com	
INSURED Advanced Maintenance Solutions, 46 Middlebury Lane Beverly MA 01915		INSURER(S) AFFORDING COVERAGE INSURER A: Hartford Ins. Co. of Midwest INSURER B: INSURER C: INSURER D: INSURER E: INSURER F:	
		NAIC # 37478	

COVERAGES **CERTIFICATE NUMBER:** 20-21 MASTER **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			08SBAVU6651	07/14/2020	07/14/2021	EACH OCCURRENCE \$ 2,000,000
			DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000				
			MED EXP (Any one person) \$ 10,000				
			PERSONAL & ADV INJURY \$ 2,000,000				
						GENERAL AGGREGATE \$ 4,000,000	
						PRODUCTS - COMP/OP AGG \$ 4,000,000	
							\$
A	<input type="checkbox"/> AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS ONLY			08SBAVU6651	07/14/2020	07/14/2021	COMBINED SINGLE LIMIT (Ea accident) \$
			BODILY INJURY (Per person) \$				
			BODILY INJURY (Per accident) \$				
			PROPERTY DAMAGE (Per accident) \$				
						\$	
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$ 10,000			08SBAVU6651	07/14/2020	07/14/2021	EACH OCCURRENCE \$ 1,000,000
			AGGREGATE \$ 1,000,000				
			\$				
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N	N/A	08WECDO7726	07/14/2020	07/14/2021	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER
			E.L. EACH ACCIDENT \$ 1,000,000				
			E.L. DISEASE - EA EMPLOYEE \$ 1,000,000				
			E.L. DISEASE - POLICY LIMIT \$ 1,000,000				

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

The certificate holder is added as additional insured as required by written contract with regards to work being performed by the named insured. This certificate of insurance is issued subject to all policy terms, conditions, limitations, exclusions and language.

CERTIFICATE HOLDER

CANCELLATION

SAMPLE CERTIFICATE

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Mark S. Gilbert

Western Surety Company

JANITORIAL SERVICE BOND

Bond No. 61730008

In consideration of an agreed premium, Western Surety Company, a South Dakota corporation, hereby agrees to indemnify Advanced Maintenance Solutions, Inc.

of 46 Middlebury Lane, Beverly, MA 01915

(the "Obligee"), against loss of money or other property, real or personal, belonging to any and all subscribers (the "Subscriber") to its services, or in which the Subscriber has a pecuniary interest, or for which the Subscriber is legally liable, which the Subscriber shall sustain as the result of any fraudulent or dishonest act, as hereinafter defined, of an Employee or Employees of the Obligee acting alone or in collusion with others, and for which the Obligee is liable, the amount of indemnity on each of such Employees being Ten Thousand and 00/100

DOLLARS (\$10,000.00).

THE FOREGOING AGREEMENT IS SUBJECT TO THE FOLLOWING CONDITIONS AND LIMITATIONS:

TERM OF BOND:

SECTION 1. The term of this bond begins with the 26th day of June, 2013, at 12:00 o'clock night, standard time, at the address of the Obligee above given, and ends at 12:00 o'clock night, standard time, on the effective date of the cancellation of this bond in its entirety.

DISCOVERY PERIOD:

SECTION 2. Loss is covered under this bond only (a) if sustained through any act or acts committed by any Employee of Obligee while this bond is in force as to such Employee, and (b) if discovered prior to the expiration or sooner cancellation of this bond in its entirety as provided in Section 11, or from its cancellation or termination in its entirety in any other manner, whichever shall first happen.

DEFINITION OF EMPLOYEE:

SECTION 3. The word Employee or Employees, as used in this bond, shall be deemed to mean, respectively, one or more of the natural persons (except directors or trustees of the Obligee, if a corporation, who are not also officers or employees thereof in some other capacity) while in the regular service of the Obligee in the ordinary course of the Obligee's business during the term of this bond, and whom the Obligee compensates by salary or wages and has the right to govern and direct in the performance of such service, for whom a premium has been paid, and who are engaged in such service within any of the States of the United States of America, or within the District of Columbia, Puerto Rico, the Virgin Islands, or elsewhere for a limited period, but not to mean brokers, factors, commission merchants, consignees, contractors, or other agents or representatives of the same general character.

FRAUDULENT OR DISHONEST ACT:

SECTION 4. A FRAUDULENT OR DISHONEST ACT OF AN EMPLOYEE OF THE OBLIGEE SHALL MEAN AN ACT WHICH IS PUNISHABLE UNDER THE CRIMINAL CODE IN THE JURISDICTION WITHIN WHICH ACT OCCURRED, FOR WHICH SAID EMPLOYEE IS TRIED AND CONVICTED BY A COURT OF PROPER JURISDICTION.

MERGER OR CONSOLIDATION:

SECTION 5. If any natural persons shall be taken into the regular service of the Obligee through merger or consolidation with some other concern, the Obligee shall give the Surety written notice thereof and shall pay an additional premium on any increase in the number of Employees covered under this bond as a result of such merger or consolidation computed pro rata from the date of such merger or consolidation to the end of the current premium period.

NON-ACCUMULATION OF LIABILITY:

SECTION 6. Regardless of the number of years this bond shall continue in force and the number of premiums which shall be payable or paid, the liability of the Surety under this bond shall not be cumulative in amounts from year to year or from period to period.

LIMIT OF LIABILITY UNDER THIS BOND AND PRIOR INSURANCE:

SECTION 7. With respect to loss or losses caused by an Employee or which are chargeable to such Employee as provided in Section 4 and which occur partly under this bond and partly under other bonds or policies issued by the Surety to the Obligee or to any predecessor in interest of the Obligee and terminated or cancelled or allowed to expire and in which the period for discovery has not expired at the time any such loss or losses thereunder are discovered, the total liability of the Surety under this bond and under such other bonds or policies shall not exceed, in the aggregate, the amount carried under this bond on such loss or losses or the amount available to the Obligee under such other bonds or policies, as limited by the terms and conditions thereof, for any such loss or losses, if the latter amount be the larger.

DEDUCTIBLE:

SECTION 8. The Surety shall not be liable under this bond on account of any loss or losses through fraudulent or dishonest acts committed by any Employee of Obligee, unless the amount of such loss or losses, after deducting the net amount of all reimbursement and/or recovery, including any cash deposit taken by the Obligee, obtained or made by the Obligee or the Surety on account thereof prior to payment by the Surety of such loss or losses, shall be in excess of ONE HUNDRED DOLLARS (\$100.00), and then for such excess only, but in no event for more than the amount of insurance carried on such Employee under this bond. If more than one Employee commits the fraudulent or dishonest act resulting in such loss or losses, said deductible amount shall apply to each Employee so involved.